Service User Guide

About The Home

Southmead is an independent, privately run home, owned by its resident proprietors, Mr and Mrs Fletcher. Mrs Fletcher is also the Registered Manager of the Home.

Southmead has been operating since the 1950s, having formerly been the residence of Dr Norman, who was one of the original GPs in what was then just Broadstone village. Dr Norman founded the Hadleigh House practice, which is to this day one of Broadstone's main general practices.

Southmead is run to enable older people from our socially diverse town to continue living as independently as possible by receiving care and support consistent with their incapacities and disabilities. Several of our established residents, and most new applicants, now require higher levels of care and support than we had originally planned. We have responded to these changes by improving our equipment and staffing provision, without losing sight of our original aim.

We continue to value each and every individual who comes to live at Southmead. We welcome applications from people from all walks of life and with many different needs, who enjoy the opportunity to share and celebrate the richness and diversity of their experience. All residents are assured that they will be treated with respect and dignity according to their individual needs and wishes.

People who enquire about our accommodation and services are provided with an information pack. All are made aware of our diversity and anti-discriminatory policies and are encouraged to visit the home where possible. A pre-admission assessment is carried out by the Manager to ensure that we can meet the care needs of the individual before any offer of a placement is made.

Care Services

Southmead is a care home registered by the Care Quality Commission under the provisions of the Health & Social Care Act 2008 to provide personal care to the elderly who do not require full nursing. The latter service when required is covered by our local NHS healthcare teams.

Where possible, we aim to provide a service through to end of life. Southmead becomes a person's new home and we strive to replicate the lifestyle formerly enjoyed while ensuring safety and peace of mind for the resident and their family.

The home can accommodate up to 15 live-in residents in 12 rooms, 3 of which can be shared. All rooms have washing facilities and some have en suite toilets as well. There are two bathrooms each of which is equipped with a fully assisted bath. The communal lounge and separate dining room can seat all residents when necessary.

All areas of the home are accessible to those with restricted mobility. There are two stair lifts which serve the first floor rooms. Residents who need help with moving around, and with transferring to and from chairs and bed can be assisted by our hoists and standing aids under staff supervision.

In addition to fully residential care, within our overall registration of 16 people, we can offer a day care service between 8 a.m. and 8 p.m. in which the person is brought to us by a relative or carer. We then provide meals, supervised care and bathing if desired as well as company and entertainment.

Qualifications of Registered Manager and Staff

In addition to the registered manager, the home employs a total of ten Care Staff, one chef, one dedicated Domestic Assistant, and a part-time maintenance person. All of our care staff live nearby and are familiar with the area, which is a help to residents. There is always at least one waking member of the care staff available throughout the night and a senior staff member is always on call.

The home is committed to an ongoing programme of staff training with learning and development beyond that which is required by law.

The registered manager, Mrs Penny Fletcher, originally qualified as a Nurse, and has 23 years direct experience of geriatric and care home operations, 21 of those as owner/manager of Southmead. Nearly all of the Care staff hold NVQs in Care and others are working toward this. The chef has NVQ3 Catering.

Care and Support

The Resident's agreed plan of care or service plan provides the basis on which our care service is delivered. Each person's plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific dietary requirements and similar matters. It includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions.

The care plan contains a risk assessment and any risk management plan needed. It includes details of health care needs, medication, details of GP and any community nursing or other therapeutic services provided or that the resident commissions for her or himself. The care plan includes details of residents' social interests and activities and how these are met, and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives.

Being a smaller home, it is not appropriate for us to have a key worker policy, and we feel that all staff should be able to rotate around the varied levels of care and needs of our clients.

The daily care programme is organised as a response to residents' individual and combined needs. Mealtimes are set, but residents can arrange to have their meals in their own rooms or in the dining room.

A resident can keep their own GP provided they are able to visit and provide the support needed. Alternatively, we will arrange for re-registration with one of our preferred local practices. The same applies to dentistry and other related services.

Fire Precautions & Other Emergency Procedures

Southmead maintains full a fire protection and alarm system. The alarm system is subject to quarterly checks by qualified fire alarm personnel. Home staff receive regular training and updates on all emergency procedures from our appointed competent person, who is a retired fire officer.

The Home maintains a business continuity plan which can be activated in the event of a loss of utilities or other significant emergency which might affect its ability to continue to deliver care in a safe manner to one or more of the Residents.

Quality Assurance

We are committed to maintaining and improving the quality of our service.

An important part of our approach to quality assurance is to obtain the views of all our stakeholders, particularly those of residents, relatives and their representatives. We do this by our regular reviews with individual residents and, on more general matters, through separate meetings with residents and relatives. The results of these surveys and the actions we take from them are displayed in a prominent position in the Home, as well as being posted to the website.

Terms of Residence

At the end of this Service User Guide there is an example of the Residence Agreement. We offer a four week trial period upon admission. This time is an opportunity for staff to get to know the individual resident and their family, and to identify their wants and preferred ways of living.

During this period the person's care and support requirements are also assessed and discussed, and developed into an agreed plan of care. This will include discussion and assessment of any risks to which the resident or staff may be exposed as a result of making their own choices and decisions. It also includes discussion, with the agreement of the resident, with any relatives or representatives who may be involved about the person's care needs and plans.

Fees and Services Included

The actual fee for a resident depends upon their care needs, and to some extent the type of accommodation provided.

Fees include all care and accommodation costs, food and (non-alcoholic) drink, heating and lighting, and any laundry done on the premises. Other common items such as newspapers, hairdressing and chiropody are chargeable extras which the Home will provide at cost. Residents are free to make their own arrangements for such services.

Fees are reviewed every year usually in April, and also if it is necessary to make significant changes to the care plan as a result of changing needs.

We are required by Local Authorities to advise you that if you are paying for care privately now, but if you become eligible for public funding support in future, then the Local Authority will not guarantee to pay your fees over and above their contracted levels. This may mean you will have to arrange to get a "top up" contribution from your family in addition to paying the contribution which has been assessed on your own income.

Complaints

A copy of our complaints procedure is included in the sample Residence Agreement with this information pack.

In the event of you wishing to make a complaint, or needing further information on your rights and standards, you may wish to contact the following organisations:

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
03000 061 6161 enquiries@cqc.org.uk

The Local Authority Adult Social Services Commissioning department (if your funding is assisted by such an authority)

Inspection Report

At the time of revision of this Service User Guide, the CQC are still reviewing how they will present their rating of Care Homes as a result of their assessments of compliance with the Health & Social Care Act 2008. Under the previous regime, Southmead was rated a two star (Good) service. It may be possible to obtain historical information about regulatory inspections by visiting the CQC website.

Residence Agreement – a sample agreement follows.

Name

Room Number

RESIDENCE AGREEMENT

We are very pleased to welcome you as a Resident of Southmead, with effect from <date>.

In offering you this Residence Agreement, we confirm that the Home is able to meet your needs for care as identified in the Pre-Admission Assessment.

The purpose of this agreement is to set out the terms of residence which apply to Residents and the Proprietors. Where a Resident has been placed by, and is funded by a Local Authority, then the placement is governed by a contract between that Local Authority and the Home. In this latter case, the Local Authority agreement takes precedence, but this agreement also contains some additional information not specifically provided by the Authority.

What is Included

The fees stated above provide for:

- ✓ use of room number < >
- ✓ use of the communal areas subject to any Health or Safety constraints advised to you
- ✓ normal provision of meals and non-alcoholic drinks
- ✓ light, heat, bathing hot water and laundry
- ✓ room cleaning
- ✓ personal care and attention consistent with the needs of a normal active life
- ✓ care during temporary minor illness consistent with that provided to a sick member of a family home
- ✓ the home will administer prescribed drugs for you as required

What is Not Included

- × medical supervision and nursing care, although arrangements are made by us for you to receive necessary attention from the appropriate community services
- × extra items which can be provided on request including, but not limited to:
    - Chiropody

- Hairdressing
- Dry Cleaning
- Newspapers
- Special transport

Such extras if not paid for directly by you shall be reimbursed to the Home for which statements will be issued from time to time.

Furniture
Residents are encouraged to bring their own items of furniture and effects consistent with available space. This shall be by prior arrangement with the Proprietors to ensure that no unsafe or unsuitable items are imported.

Any electrical appliances must be presented for safety inspection.

Fees and Accommodation Reviews
Fee levels are normally reviewed anually at the beginning of April. Reasonable increases may be occasioned by:

- normal cost of living indexation
- changes in health circumstances which necessitate consistently higher levels of care services

A minimum of one month's notice of increases will be given.

From time to time it may be necessary to propose reallocation of rooms. The Resident's agreement to changes will not be a condition of continued residence. Fees may be reviewed in the event of changes. In the event of absence, reductions are given only in exceptional circumstances at the discretion of the Proprietors. If a reduced rate retainer has been agreed, it will always be limited to a maximum of six weeks, after which a reversion to full fees will apply.

Fees and Payment Terms

The weekly residence fees for your room are £xxx. This is payable in advance and preferably by bank standing order on the first day of the month, for which the average calendar monthly equivalent is £xxxx.00. This will be set up once the trial period has passed, or earlier if mutually agreed. In the case of Residents placed by a Local Authority Social Services Department, some or all of these fees may be paid direct by the Authority, with only an agreed "top up" to be paid by you or your representatives. In signing this agreement, you confirm that you have sufficient funds to cover the anticipated length of your stay at Southmead. You also understand that there is no guarantee that a Local Authority will provide sufficient funds to meet the continuing cost of residence, should your own funds not do so.

There are legal criteria which determine eligibility for Local Authority assistance with fees. If you are self funding, there are also means whereby the future costs of care can be underwritten, in the form of "Immediate Care" policies. We will be happy to advise and direct you if required to the appropriate information sources, one of which is Care Aware, a service to which we subscribe. We receive no benefit from these services other than assurance that the cost of care will be met.

In the event of late or non-payment of fees, we may elect to terminate the agreement, and if necessary seek redress through whatever legal process may be available.

Security and Safety

No responsibility for any cash or other valuables can be accepted unless specific arrangements have been made for their safe deposit with the Proprietors. The Home does not handle Residents' own money and accepts no liability for such, and it is recommended that only small amounts are kept in the room at any time. The Home maintains insurance cover which includes Resident's personal effects up to a maximum of £500 per person.

Residents and their visitors are expected to co-operate with the Proprietors and Staff to maintain normal domestic security precautions.

Southmead operates a strict non-smoking policy for its Residents and Staff in the interests of Sociability and Fire Safety. Visitors should please observe this policy.

While Residents are encouraged to undertake as many normal activities as possible while in and around the Home, the Proprietors reserve the right to intervene where its is felt that the activity is inconsistent with the Resident's own abilities or health.

While every effort is made by the Proprietors and their Staff to operate the Home safely, no liability can be accepted for any accident or loss arising to the Resident or their property, while inside or away from the Home, unless such accident or loss may be governed by applicable law.

Pets

Pets cannot be permitted in the Home without the written consent of the Proprietors. This is only likely to be given in the case of fish or small cage birds where the Resident is able to attend to feeding and cleaning themselves.

Visitors

Visitors are welcome at all reasonable times, but it is requested that Residents' normal meal times are respected.

Data Protection and Access

The Home is registered under the terms of the Data Protection Act.

Residents may inspect their own records kept by the Home at any reasonable time on request to the Home's Manager.

Complaints and Grievances

All complaints should in the first instance be referred to the Proprietors, who will use their best endeavours to resolve them. A copy of the Home's Complaints Procedure is displayed in the premises.

The Resident or their Representative may contact the Registration Authority:

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

03000 061 6161 enquiries@cqc.org.uk

Residents who have been placed by a Local Authority may also address their complaint to the Adult Social Services department of the relevant Authority.

If resolution is not achieved via these methods, then the Ombudsman may contacted:

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614
Fax: 024 7682 0001

Notice and Termination of Agreement

Four weeks' notice to terminate this agreement shall be given by either Resident or Proprietors, unless specifically agreed in writing at the time, or in the event of death or extreme unsociable behaviour. Fees will be payable up to the time of removal of all effects.

The Proprietors shall have the right to terminate this agreement without notice period in the following circumstances:

- non payment of fees where there is clearly no intent or ability to pay
- significant deterioration of medical condition such that the Home can no longer provide the required level of care
- material breach of this agreement
- unreasonable unsociable behaviour on the part of the Resident

Admission Policy

Prior to admission, the Manager is required to carry out a pre-admission assessment with the prospective client, to confirm that we can meet the care needs of the client. The Proprietors reserve the right to decide upon suitability for admission, based upon health, care needs and compatibility. Full information may be required from the General Practitioner and next of kin.

Both the Resident and the Proprietors have the right to operate a four-week period of trial residence, during which the normal period of notice is reduced to one week.

Full records of the Resident's situation and health are maintained in accordance with Registration Authority requirements. Residents or their Representatives are requested to provide emergency contact information and an indication of preferences for funeral arrangements.

Scope of the Agreement

No right of tenancy is conferred by this agreement or occupancy of the Home.

This agreement is specific to the person(s) named herein, and is not assignable in any way at any time.

Acknowledgement

The undersigned Resident or Resident's next of kin or Representative acknowledges receipt of a copy of this agreement, and agrees to take reasonable efforts to ensure that the contents are observed for the benefit of the Resident:

signed date

print name.....

Resident / Representative